

General Information

Advertising & Sponsorship

Please visit <https://homesevent.co.uk/exhibit/sponsorship-opps> for full details.

Banking Facilities / Cash Machine

You will find two HSBC Machines at the West End of the boulevard, and Barclays and HSBC ATM's situated in the boulevard on Level 0, and one at the East end of the Boulevard by N6/S6. All machines accept all bankcards.

Business Services

Faxing, internet access, printing from USBs, laminating, mobile phone hire and charging services are available from Business Services, located on level 0 of the boulevard. Business Services also sell a range of products including; stationary, tools, tape, extension leads and batteries. They also purchase any foreign currency for GBP, however, they do not sell any foreign currency.

Car Parking

Excel London offers on-site car parking for 3,070 cars, including over 1,800 spaces directly beneath the venue.

Parking in the orange undercroft car park can now be booked in advance online, please visit www.excel.london/parking. The online system makes parking at Excel quicker and more convenient, however advance booking is not obligatory and 'roll-up' spaces and payment machines are still available.

All onsite parking is pay and display. The ticket machines are located within the car parks, all accept credit cards but only the two machines next to the two venue entrances will accept coins and notes. As Excel London is a green venue, all pay and display machines will be found on stand-by which will activate as soon as you insert your card or cash.

The exception to this being Royal Victoria multi-storey car park, which is located at the west end of the site, 36 next to the Crowne Plaza Hotel. Car park tickets are issued via a barrier system on entry and payment should be made on departure.

Payment machines are located at the entrance to the car park on level zero and on level two and accept both cash and credit card.

The undercroft Orange car parks have a 1.9m height limit, and the Royal Victoria multi-storey has a height limit of 2m. The East car park has no height restriction.

Please note that the car parks are allocated on a first come first served basis. Overnight sleeping within vehicles is prohibited.

The onsite hotels have their own private car parking facilities. Please contact the relevant hotel for further information.

Parking Charges Vehicle Type	Time	Cost per Day
Cars	Up to 24 hours	£20.00
Motorbikes	24 hours	Motorcycle parking is free of charge.
Coaches	Day/Night	£30.00 per day, flat fee covers full time period.

Children

Children under the age of 16 are not, under any circumstances, permitted in the exhibition halls during the build up or break down period of the event. Unfortunately as a business event, visitors must be aged 16 and above. Please contact the event team in the case of exceptional circumstances, which will be dealt with on a case-by-case basis.

Cloakroom

The main cloakroom is located centrally in the boulevard on Level 0, with additional cloakrooms located on the boulevard level 0 next to the ICC Capital Hall. There is a lift adjacent to entrance N4 to access Level 0. All items are charged at £1 each.

Please note that Excel London cloakrooms cannot accept laptops, phones or other electrical goods. The cloakroom will open half an hour before the event opens and close half an hour after the event closes. When the cloakroom has closed, all left luggage and coats are taken to the Security Control Room, Tel: +44 (0) 20 7069 4445.

Company Profile

You will be able to update this within the Homes UK Exhibitor Hub. A personalised link will be sent directly to your company's main contact from our registration provider, Livebuzz. If you require assistance on this, please contact your Account Manager.

Deliveries

All deliveries should be made during tenancy days and times only (Monday 25 & Tuesday 26 November 08:00 – 18:00) and should be addressed as follows: -

(Company Name)
(Stand Number)
HOMES UK 2019
C/O Excel London
1 Western Gateway
London
E16 1XL

The organisers or the venue do not accept deliveries on behalf of exhibitors so please ensure there is a representative from your company to receive the goods. Any deliveries made before the start of tenancy (Monday 25 November 2019) will be returned to the sender at your expense.

Disabled Facilities

Access: -

Excel London has been purposefully designed to allow unrestricted access for disabled visitors.

Parking: -

155 Disabled parking bays are located within close proximity of the venue. Spaces are available to blue badge holders only and badges must be displayed at all times. Parking for disabled visitors is charged at the normal rate. Access to the building from these bays is along walkways with a gradient of no more than 1:15 or lift (east end).

Emergency & Evacuation Procedures

A full copy of the **Emergency Procedures – Excel** can be found under the **Emergency Procedures** section.

Event Guide – Product & Services Information

You will be able to update this within the Homes UK Exhibitor Hub. A personalised link will be sent directly to your company's main contact from our registration provider, Livebuzz. If you require assistance on this, please contact your Account Manager.

Fantastic free learning

At the heart of Homes UK 2019 will be over 50 hours of free-to-attend content. Set in 7 purpose-built theatres, the seminar programme will offer the latest best practice in building and maintaining homes, creating dynamic and sustainable communities and delivering value for money.

Facilitating informed debate and discussion on the latest issues, each session will not only deliver the best minds in housing, but also experts from other sectors offering those essential new perspectives – all designed to ensure visitors leave Homes UK inspired with new ideas to implement back in the office.

Programme information is available here: <https://homesevent.co.uk/>

Fire Escape Routes

Fire exits should be kept free of obstruction at all times. This includes vehicle entry doors, main entrances to the exhibition hall, foyer exits, and conference room exits.

Fire Extinguishers

Fire extinguishers will be provided by Ocean Media Group Ltd and Excel London. Excel's fire team will inspect the venue each morning to check that all the exit routes are clear in the case of an evacuation.

First Aid

The First Aid rooms are located on Level 0 in the Boulevard and at N9 in the Boulevard. If you require first aid, please contact the medical treatment room on Tel: +44 (0) 20 7069 5556.

Any medical emergency should be reported to the Organiser's Office or a member of security.

Florist

Oldacre are based on site at Excel and can be contacted on the following email address: - Info@oldacre.co.uk

Hotel Accommodation

Please visit the event website for further details: - <https://hotelmap.com/events/M8H67-LV-VkRDM05JQ1RYMA>

IT Services

Excel London offer a complimentary WiFi service. This service is recommended for light internet and office usage and is not recommended for business-critical connections. Due to the high number of visitors to the venue, Excel London staff are unable to offer assistance to any user having difficulty in connecting to this complimentary service.

Please refer to the **Excel Venue Services – 2019 Wireless Order Form** located under the **Forms to Complete** section.

If you require secure access to your stand at all times for presentations etc., we strongly recommend you order a wired connection.

Lost Property

Any lost or found items should be reported to the Organisers Office.

Messages

The tannoy will not be used during exhibition hours except in cases of extreme emergency. Please make arrangements therefore to contact your office staff regularly, and ensure they know either your stand telephone number or the phone number of your hotel. Please advise all participants in any competition or promotional event, you may be organising from your stand, of the time you will be announcing the results on your stand, and encourage them to return to see the prize winners. This also means individual prize draw

winners will not be announced.

Noise Levels

During exhibition hours please keep noise levels to a minimum. Excel enforce an 80db limit.

Pharmacy

Custom House Pharmacy, 17-19 Freemasons Road, Newham, E16 3AR - T: +44 (0) 207 476 2254.

The local pharmacy is located just on the other side of tracks from the Custom House DLR station.

PR & Press Packs

If you have a new product, service, announcement or networking session to advertise at Homes UK, please send your press release to charlotte.napier@oceanmedia.co.uk and we will try to include it in our comms in the lead-up to the event.

Security

Full 24 Hour security commences at 08:00 on Monday 25 November through to 22:00 on Thursday 28 November. However, exhibitors are reminded that they are responsible for their own goods and should not leave valuables unattended at any time.

Smoking Policy

Smoking is not permitted in the halls at anytime. This includes electronic cigarettes.

Taxis

Taxis drop off and pick up point for black cabs are located at Excel London's West and East Entrances.

Travel Tips

Please visit the event website for further details: - <https://homesevent.co.uk/visit/venue-travel-and-accommodation>

Wheelchairs

Excel London has twelve self-propelled wheelchairs for occasional use, by less-able visitors within the venue. Wheelchairs are available for free use on a first come first served basis, with a full refundable deposit. These can be requested from a member of security at either the East or West entrance.

Wireless Internet Connection (WiFi)

Excel London offer a complimentary WiFi service. This service is recommended for light internet and office usage and is not recommended for business-critical connections. Due to the high number of visitors to the venue, Excel London staff are unable to offer assistance to any user having difficulty in connecting to this complimentary service.

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